



ANA nursing **into the future**

ANA nursing and care services ltd.



2015 CARE SERVICES BROCHURE





ANA Nursing and Care are proud to celebrate our 20th Anniversary in 2014

We have a wealth of experience in both the Home Care and Residential Care sector with a superb team of experienced, well trained staff who deliver person centred outcome focused care to all our clients.

ANA are currently an approved provider for Stoke-on-Trent City Council on the Domiciliary Care Framework, Emergency Care Scheme and Floating Support Service. This scheme helps with Hospital discharges, enabling the smooth transition of patients back to their homes and also reducing the need for admissions by providing care and support in the home.

Private care packages are available and tailored to your individual needs please find more details below or call our Care Manager Natalie Sewell on **01782 833722/01782 831062**.



ANA Homecare

ANA Homecare Services provide help, so that you or a loved one can retain an independent life style in your own home.

We have a wide choice of home care services from live in domiciliary care because of illness or disability, to help with the shopping or simply just companionship .We tailor our care to your unique situation through a Personalised Care Plan.

We are very proud of our team of Co-Ordinators, Carers and Homecare Support Workers who represent our expectation of high standards of care and to treat all our clients with the utmost dignity and respect.



Each employee has been checked by the Disclosure and Barring Service (DBS) and are subject to robust recruitment checks.

All staff receive full induction training which is mapped to the governments Skills for Care Common Induction Standards framework. Their training needs and requirements are checked regularly to provide a continuous improvement of skills and knowledge.

All employees undergo annual training in all mandatory areas, and are actively encouraged to take on new skills



Companionship



Whilst living on your own has lots of benefits, on times it can be lonely and you can feel quite isolated. Seeing a friendly face can lift your spirits, break up the day and give you something to look forward to.

Whether you'd like some companionship in the morning, perhaps to chat about the morning news, or to have someone to share a cup of tea with in the afternoon, you can arrange a social call at any time of the day, and as little or often as you want.

During a social call our carers can:

- Pop in for a chat
- Read a book with you
- Help you with your hobbies
- Play games, such as cards, chess or a jigsaw puzzle
- Take you on a trip out of the house, such as for some fresh air down the local park or a coffee in the local café
- Walk or play with your dog
- Take you on a holiday or short break

Having the same member of staff visit on a regular basis encourages you to develop a comfortable relationship, where you can enjoy your social life in the company of a friendly face. This service is available on a long-term basis or for respite while your regular companion takes a break.

One of our care assessors will come to your home, at a time convenient to yourself, to discuss your needs. The whole process will be explained in detail; she will ask you about your lifestyle and listen to what type of services you require from ANA. A personalised plan can then be put in place

Personal Care



At ANA, we don't believe you have to stop living the life you want to or leave your home of many years, just because you've reached a certain age, have a disability or have a health condition that affects your ability to perform daily tasks.

We understand the needs of people who face these challenges and with our personal assistance; you can continue to live independently in your own home.

We'll work with you to build a personalised care package designed to provide as much or as little care support as you require.

Our care workers can assist you with tasks such as-

- Morning and bedtime routines
- Bathing and dressing
- Doing light housework
- Laundry
- Help to prepare meals.

Personal Care (Cont)



Because needs may become more complex, we offer more specialised services to enable ongoing independent living, including-

- Medication management
- Reablement care, to help you or a loved one get back on your feet after poor health or a hospital stay,
- Dementia care
- Palliative care.

This can be on a long or short term basis, for respite, while your regular carer takes a break.

One of our Care Managers will come to your home, at a time convenient to yourself, to discuss your needs. The whole process will be explained in detail, she will then ask you what you require from ANA and a care package will then be designed around your care needs. We will assign suitable Care Support Workers to the hours and days you require as soon as possible or from when you require the care to start.

Live in Care/24 Hour Care



We can provide an experienced Care Support Worker who will live with you, in your own home. With live in care you provide a room for the carer to use and sleep in.

Alternatively if you require the carer to remain awake during the night we can supply more than one member of staff over the 24hr period who is in constant attendance but who does not live in.

This could be for regular ongoing care, respite care while your regular carer takes a break, care while you recuperate from a period of ill health or care to support you through rehab from an illness or accident. Our trained and experienced workers are able to provide a full range of services including support, personal care or to help with more complex needs for clients that need moving and handling with specialist equipment like tracker hoists, bariatric hoists or other mechanical aids.

A Care Manager will come to your home, at a time convenient to yourself, to discuss your needs, the whole process will be explained in detail, she will then ask you what you require from ANA and a care package will then be designed around your care needs. We will assign suitable Care Support Workers to the hours and days you require as soon as possible or from when you require the care to start.

Night Sitting



ANA Homecare offer a full night sitting service to provide support to you when you need it. Hours can be anything between 10:00pm and 7:00am

Having a carer there for you throughout the night can sometimes be the difference between being able to live at your own home or having to stay at a care home or remain in hospital or respite longer than you need to. Similarly, if just the thought of being on your own during the night makes you feel unsettled, a night sit carer can give you priceless reassurance and peace of mind so you can enjoy a good night's sleep in comfort and safety.

Our trained night sit carers can help you with-

- Going to bed and getting up
- Taking medication
- Ensuring you are warm and comfortable
- Going to the bathroom
- Providing a drink or snack

They will also provide you with companionship and be there for you if you wake during the night.

A Care Assessor will come to your home, at a time convenient to yourself, to discuss your needs, the whole process will be explained in detail, she will then ask you what you require from ANA and a care package will then be designed around your care needs. We will assign suitable staff for the night sit service to the hours and days you require as soon as possible or from when you require the care to start.



How do I arrange an initial Consultation with ANA Nursing & Care Services Ltd?

You can contact us by phone, email, or letter. Together, we will agree a suitable date and time to visit you at home and provide you with a free consultation, and if you would like our help, we will listen to your individual needs and together put a Personalised Plan of Care in place.

To speak with our Care Manager Natalie, please call: 01782 833722/01782 831062.

What makes ANA Nursing & Care Services Ltd different from other Home care providers?

Our commitment is to provide 'high quality home care', which we deliver through our greatest asset, our staff and the training that they receive. We offer good pay rates and a structured individualised training programme to support their development. We only employ people who love to care. We are proud to say our training is delivered in-house and face to face by our sister training company ANA Training who specialise in Health & Social Care Training.

Can I get help with the costs of care?

You may be entitled to financial support to pay for or towards your care. This depends on your financial circumstances and is means tested. If you would like to know more about funding for your care from the local authority please [click here](#) to make good decisions about the support they need. It means ensuring that people have wider choice in how their needs are met and are able to access universal services such as transport, leisure, education, housing, health and opportunities for employment regardless of age or disability.



What is Personalisation?

Personalisation means thinking about care and support services in an entirely different way, building care provision around the person as an individual and putting them at the centre of the process of identifying their care needs.

Under the Personalisation Agenda the government have changed the way in which care is paid for. Personalisation is about giving people much more choice and control over their lives in all social care settings and is far wider than simply giving personal budgets to people eligible for council funding. It includes advice and advocacy for service users to enable them to make good decisions about the support they need. It means ensuring that people have wider choice in how their needs are met and are able to access universal services such as transport, leisure, education, housing, health and opportunities for employment regardless of age or disability.

How do I pay for my care?

If you are paying for your care privately, you can choose to pay on receipt of a monthly bill or by direct debit or standing order. If you have a Personal Budget from the local authority this can be used towards your care package.

What security checks do you make on your carers?

All our home care workers have an enhanced DBS check as required by the Care Quality Commission. We also gain 2 professional references prior to employment.

Our Carers will always be in uniform and carry a picture identification card. During each visit to your home our home care workers will make some observations regarding the home care you have received in your Care plan and sign in using a mobile phone with nfc technology to record their log in and log out prior to leaving. We may also ask you, or a family member to sign the paper record log to confirm you agree with the home care workers observations and timings should the mobile phone technology fail to work. Our Care Manager will check the phone logs daily or record log during supervised visits and when reviewing your Care Plan.



What happens if my needs change? Can I amend my care package?

Of course you can, we also review your Care Plan every 3 months or sooner dependent on your changing needs. We will never change your Care Plan without discussing with you first.

Can I choose what time I want my care delivered?

Yes. If you like to get up early, or like to snuggle into your duvet we will always do our best to deliver your home care at a time which suits you best.

What if I need to speak to someone outside of normal working hours?

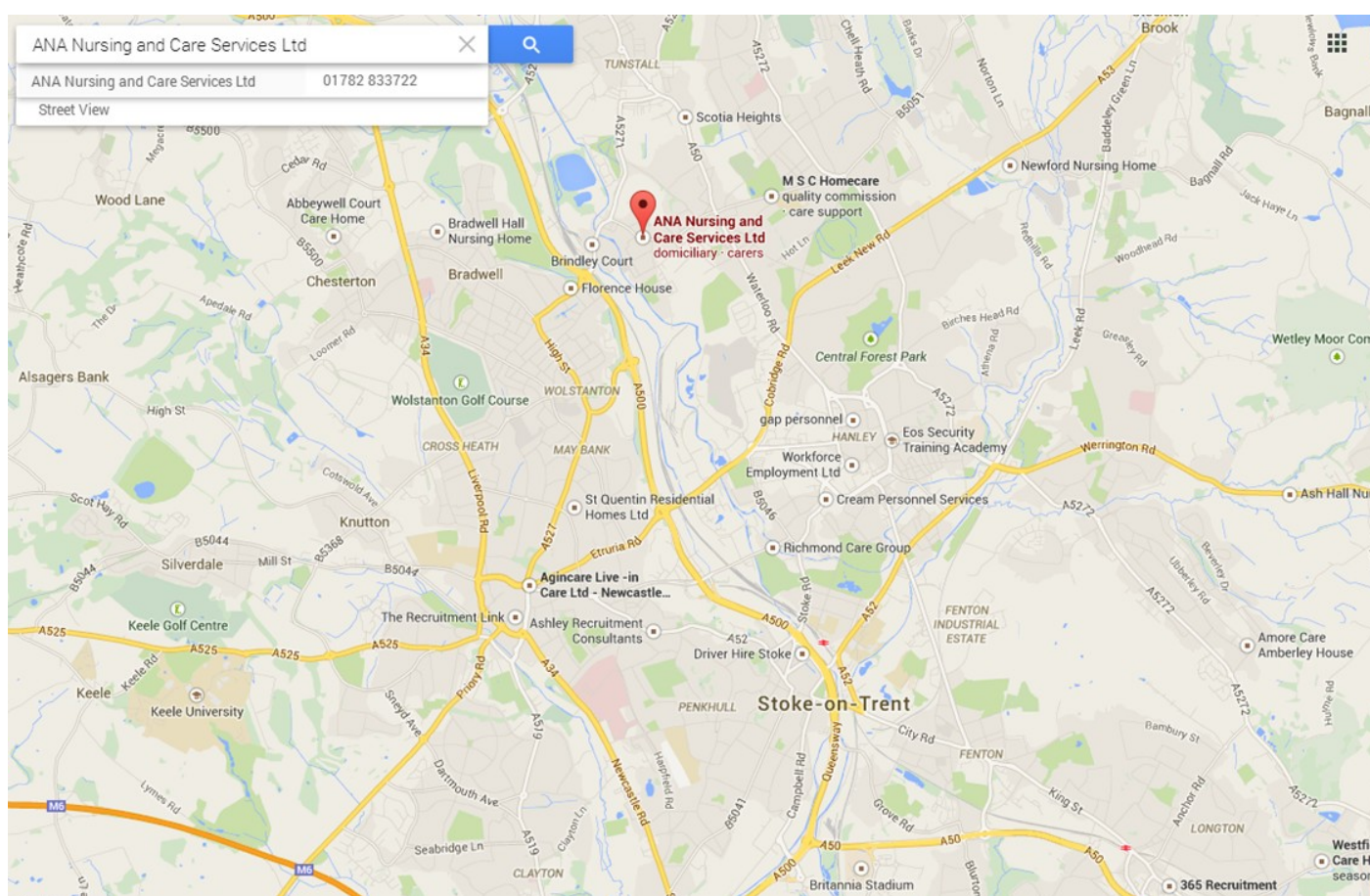
Our office is open from 9:00am to 4:00pm Monday to Friday. However, we do have a duty team who can be contacted 24hrs a day 7 days a week (please see contacts page for information).

What if I have a compliment or complaint?

At ANA Nursing & Care Services Ltd, we are always looking at new ways to further improve the services which we provide. Feedback is therefore very important to help us achieve this. If you have compliments or non-urgent suggestions, please do let us know, we like to recognise our staff for the great work they provide. If you have any suggestions or feedback we would

Where to find us

Situated in the heart of Stoke on Trent in North Staffordshire. ANA Nursing and Care Services are located on (Newcastle Street) a main arterial route through the town of Burslem. Ideally placed for access just 2 minutes from the A500 (dual carriageway) through Stoke on Trent. This links junctions 15 & 16 of the M6 motorway network, both Manchester and Birmingham are just an hour away. There are also excellent bus & train services operating regularly on the local network with stations within a 3 mile radius, please see map for details.



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